

Ref: MHL/Sec&Legal/2026-27/25

July 27, 2026

To,
BSE Limited
Scrip Code: 542650

National Stock Exchange of India Limited
Scrip Symbol: METROPOLIS

Dear Sir/Madam,

Sub: Business Responsibility and Sustainability Report for the financial year 2025-26

Pursuant to Regulation 34 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are enclosing herewith the Business Responsibility and Sustainability Report for the financial year 2025-26, which also forms part of the Annual Report for the financial year 2025-26.

You are requested to take the above information on record.

Thanking you,
Yours faithfully,

For Metropolis Healthcare Limited

Kamlesh C Kulkarni
Head – Legal & Secretarial

Encl: a/a





Business Responsibility and Sustainability Report (BRSR) 2025-26

SECTION A- GENERAL DISCLOSURES

I. Details of the listed entity

1. **Corporate Identity Number (CIN) of the listed entity:** L73100MH2000PLC192798
2. **Name of the listed entity:** Metropolis Healthcare Limited
3. **Year of incorporation:** 10/11/2000
4. **Registered office address:** Metropolis Healthcare Limited, 4th Floor, East Wing, Plot-254 B, Nirlon House, Dr. Annie Besant Road, Worli, Mumbai - 400030, Maharashtra, India
5. **Corporate address:** Metropolis Healthcare Limited, 4th Floor, Commercial Building 1A, Kohinoor Mall, Vidyavihar, (West), Mumbai - 400070, Maharashtra, India.
6. **E-mail:** secretarial@metropolisindia.com
7. **Telephone:** 022 6258 2898
8. **Website:** www.metropolisindia.com
9. **Financial year for which reporting is being done:** Financial Year 2025-26
10. **Name of the Stock Exchange(s) where shares are listed:** National Stock Exchange of India Ltd. and Bombay Stock Exchange (BSE) Limited
11. **Paid-up Capital:** ₹4146.55 Lakh
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report.**
Mr. Kamlesh Kulkarni, Company Secretary and Compliance Officer, Metropolis Healthcare Limited
Email ID: secretarial@metropolisindia.com; Telephone: 022 6258 2898.
13. **Reporting boundary** - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together). - **Standalone basis.**
14. **Name of assurance provider**
Not Applicable
15. **Type of assurance obtained**
Not Applicable

II. Products/services

16. Details of business activities (accounting for 90% of the turnover):

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Human health and social work activities	Diagnostic testing service provider, Soft radiology services (ECG, X-ray etc), and Clinical Trial Research Services	100

Business Responsibility and Sustainability Report (Contd.)

17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

Sr. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Diagnostic testing service provider, Soft radiology services (ECG, X-ray etc), and Clinical Trial Research Services	86905	100

III. Operations

18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of Plants	Number of Offices	Total
National	0	212	212
International	0	5	5

Remark: The total number of offices refers to the 212 laboratories operated by Metropolis.

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	28 States and 7 Union Territories
International (No. of Countries)	21*

*International Markets Served: Metropolis operates offices and laboratories across five African countries—Kenya, Zambia, Ghana, Tanzania, and Uganda. In addition, the Company serves a diverse portfolio of B2B laboratory clients across 16 international markets, including the UAE (Dubai and Abu Dhabi), Oman, and Qatar in the Middle East; Bangladesh, Nepal, Sri Lanka, the Maldives, Uzbekistan, and Vietnam in Asia; and Mauritius, Nigeria, the Congo, Cameroon, Sierra Leone, and Zimbabwe in Africa.

b. What is the contribution of exports as a percentage of the total turnover of the entity?

3.31%

c. A brief on types of customers

Metropolis serves a diverse customer base including B2C (direct-to-consumer diagnostics via centres, app, website, and home collection), B2B (partnerships with standalone labs, hospital chains, and diagnostic networks), and institutional clients (corporates, government bodies, and hospital lab management services).

IV. Employees

20. Details as at the end of Financial Year

a. Employees and workers (including differently abled):

No	Particulars	Total(A)	Male		Female	
			No(B)	%(B/A)	No(C)	%(C/A)
Employees						
1	Permanent (D)	3279	2112	64.41%	1167	35.59%
2	Other than Permanent (E)	299	127	42.47%	172	57.53%
3	Total employees (D + E)	3578	2239	62.58%	1339	37.42%
Workers						
1	Permanent (F)	1205	488	40.50%	717	59.50%
2	Other than Permanent (G)	61	38	62.30%	23	37.70%
3	Total Workers (F + G)	1266	526	41.55%	740	58.45%



Business Responsibility and Sustainability Report (Contd.)

b. Differently abled Employees and workers:

No	Particulars	Total(A)	Male		Female	
			No(B)	%(B/A)	No(C)	%(C/A)
Differently Abled Employees						
1	Permanent (D)	3	3	100%	-	-
2	Other than Permanent (E)	-	-	-	-	-
3	Total differently abled employees (D + E)	3	3	100%	-	-
Differently Abled Workers						
1	Permanent (F)	-	-	-	-	-
2	Other than Permanent (G)	-	-	-	-	-
3	Total Workers (F + G)	-	-	-	-	-

21. Participation/Inclusion/Representation of women

Particulars	Total(A)	No. and percentage of Females	
		No(B)	%(B/A)
Board of Directors	10	3	30.00%
Key Management Personnel	4	1	25.00%

22. Turnover rate for permanent employees and workers. (Disclose trends for the past 3 years)

Particulars	FY 2025-26			FY 2024-25			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	10.6%	9.5%	10.2%	18.56%	14.45%	17.19%	15%	15%	15%
Permanent Workers	14.3%	18.2%	16.6%	21.68%	23.20%	22.54%	36%	28%	32%

V. Holding, Subsidiary and Associate Companies (including joint ventures)

23. (a) Names of holding / subsidiary / associate companies / joint ventures.

Sr. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ subsidiary/ associate/ joint venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Amin's Pathology Laboratory Private Limited	Subsidiary	100	No
2	Ekopath Metropolis Lab Services Private Limited	Subsidiary	60	No
3	Centralab Healthcare Services Private Limited	Subsidiary	100	No
4	DAPIC Metropolis Healthcare Private Limited (formerly known as Metropolis Histoxpert Digital Services Private Limited)	Subsidiary	100	No
5	Metropolis Foundation	Subsidiary	100	No
6	Scientific Metropolis Pathology Private Limited (formerly known as Metropolis Clinical Pathology Private Limited)	Subsidiary	90	No
7	Core Diagnostics Private Limited	Subsidiary	100	No
8	Metropolis Quality Solutions Private Limited	Subsidiary	100	No
9	Metropolis Healthcare (Mauritius) Limited	Subsidiary	100	No
10	Metropolis Star Lab Kenya Limited	Subsidiary	100	No

Business Responsibility and Sustainability Report (Contd.)

Sr. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ subsidiary/ associate/ joint venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
11	Metropolis Healthcare Ghana Limited	Subsidiary	100	No
12	Metropolis Healthcare Lanka Private Limited	Subsidiary	100	No
13	Metropolis Healthcare (Tanzania) Limited	Subsidiary	99.99	No
14	Metropolis Healthcare Uganda Limited	Subsidiary	100	No
15	Metropolis Bramser Lab Services (Mtius) Limited	Subsidiary	100	No

VI. CSR Details

24. Provide the following CSR details

- i) Whether CSR is applicable as per section 135 of Companies Act, 2013 - **Yes**
- ii) Turnover (in Rs.) - **1,36,547.17 Lakh**
- iii) Net worth (in Rs.) - **1,38,910.53 Lakh**

VII. Transparency and Disclosures Compliances

25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2025-26			FY 2024-25		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	No	0	0	Metropolis received no complaints or grievances from any specific community	0	0	0
Investors (other than shareholders)	Yes. Investors can reach out to the officials mentioned in the following link: https://www.metropolisindia.com/investors	0	0	NA	0	0	0
Shareholders	Yes. Shareholders, for any of their grievances can reach out to the Company Secretary on Tel: +91-22-6258 2810 or write an email to: secretarial@metropolisindia.com ; investors.relations@metropolisindia.com	1	0	NA	1	0	NA



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Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2025-26			FY 2024-25		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Employees and workers	Yes. The Company does have a specific Internal Grievance Redressal Policy in place. Employees are encouraged to log in their complaints via zing hr portal: https://portal.zinghr.com/2015/Pages/Common/NewUx.aspx?open=helpdesk	0	0	0	10	0	NA
Customers	Yes, The Company does have a Grievance Redressal Mechanism in place, as outlined below: 1. Dedicated Channels: The Company has dedicated channels for addressing customer grievances. 2. Complaint Registration: Customers can register complaints through the Company's website (www.metropolisindia.com), a dedicated email address (support@metropolisindia.com), a call center, and patient service centers. 3. Social media: The Company also addresses customer concerns received through its official social media accounts. 4. Complaint Handling: All complaints are logged in the Service CRM, resolved, and communicated to customers. Documentation of Root Cause Analysis (RCA) and Corrective and Preventive Action (CAPA) is also managed within the CRM application. Policy link: https://www.metropolisindia.com/complaints-and-grievance-redressal-policy	44855	0	Metropolis promotes proactive issue reporting across all touchpoints, with a clear focus on timely resolution and effective service recovery.	46747	2	All complaints have been resolved
Value Chain partners	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-

Business Responsibility and Sustainability Report (Contd.)

26. Overview of the entity's material responsible business conduct issues. Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Energy Management	Opportunity	The Company operates energy-intensive diagnostic laboratories and infrastructure, making energy consumption a significant operational and environmental consideration.	Metropolis is focused on improving energy efficiency through optimization of operations, adoption of energy-efficient equipment, and integration of sustainable practices across facilities. Continuous monitoring of energy usage is undertaken to identify opportunities for reduction.	Positive Impact: Improved energy efficiency can lead to cost savings, reduced operational expenses, and a lower environmental footprint, contributing to long-term sustainability.
2	Waste Management	Risk	Biomedical waste is an inherent by-product of diagnostic services and laboratory operations, requiring strict handling and disposal protocols to mitigate environmental and health risks.	Biomedical waste is handled in compliance with regulatory standards through a government-authorized partner. It is systematically segregated using color-coded bags and barcodes, weighed for tracking, and managed with strict safety protocols from the point of generation to final disposal.	Negative Impact: Improper waste disposal could result in regulatory penalties, reputational damage, health hazards, and potential disruption of operations, including risks to licensing and compliance status.
3	Employee Health and Safety	Risk	Inadequate safety measures can lead to increased instances of employee injuries and health-related issues, resulting in higher absenteeism and reduced operational efficiency. Additionally, lapses in workplace safety may negatively impact employee morale and trust in the organization, ultimately affecting productivity and job satisfaction. Therefore, prioritizing employee health and safety is critical to sustaining a motivated, engaged, and high-performing workforce.	Employee well-being, health, and safety remain core priorities for the Company. Laboratory facilities and infrastructure are designed in accordance with prescribed safety standards, with clear segregation between administrative and laboratory areas to minimize risk exposure. The Company conducts regular fire and electrical safety inspections and has established comprehensive policies and procedures to proactively identify and mitigate potential hazards. These risk assessment protocols are formally documented in the safety manual and are supported by periodic safety audits conducted by the Quality Assurance team to ensure continuous compliance and adherence to best practices.	Negative Impact: Workplace incidents may lead to increased healthcare costs, employee attrition, reduced productivity, legal liabilities, and operational inefficiencies.



Business Responsibility and Sustainability Report (Contd.)

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Diversity, Equity & Inclusion	Opportunity	Strong governance practices and a diverse workforce contribute to innovation, better decision-making, and improved organizational culture.	The Company promotes an inclusive workplace through equitable policies, equal opportunity practices, and employee engagement initiatives. Efforts are made to foster a supportive and diverse work environment across all levels of the organization.	Positive Impact: Enhances employee engagement, strengthens employer brand, improves talent attraction and retention, and contributes to long-term organizational performance.
5	Patient Privacy & Electronic Health Records	Risk	Protection of sensitive patient data is critical to maintaining trust and ensuring compliance with evolving data protection regulations.	Metropolis has implemented robust system-level controls and follows best practices aligned with applicable regulations, including the Digital Personal Data Protection (DPDP) Act and ISO 27001 standards. A Privacy Information Management System (PIMS) is in place to safeguard patient data and prevent breaches.	Negative Impact: Data breaches or non-compliance may lead to reputational damage, regulatory penalties, legal consequences, and potential loss of business and stakeholder trust.

SECTION B- MANAGEMENT AND PROCESS DISCLOSURES

Policy and management processes

	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)					Yes				
b. Has the policy been approved by the Board? (Yes/No)					Yes				
c. Web Link of the Policies, if available					https://www.metropolisindia.com/newdata/investors/adminpanel/code_of_conduct_&_policies/mhl_business-responsibility-policy.pdf				
2. Whether the entity has translated the policy into procedures. (Yes / No)					Yes				
3. Do the enlisted policies extend to your value chain partners? (Yes/No)					No				
4. Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.					CAP Accreditation: Metropolis' Global Reference Laboratory in Mumbai and Core Metropolis in Delhi NCR are accredited by the College of American Pathologists (CAP). NABL Accreditation: 31 labs are accredited under ISO-15189 by the National Accreditation Board for Testing and Calibration Laboratories (NABL), recognized by ILAC and APLAC. ISO 27001 Certification: This standard ensures the security of financial information, intellectual property, employee details, and third-party data through an Information Security Management System (ISMS). ISO27701 Certification : Extends ISO27001 to form a Privacy Information Management System (PIMS) for managing personal data and ensuring privacy compliance with global regulations.				

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	P1	P2	P3	P4	P5	P6	P7	P8	P9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Metropolis Healthcare has established a comprehensive set of ESG commitments with defined medium- and long-term targets to create sustainable value for all stakeholders. The Company aims to achieve a 45% reduction in greenhouse gas emissions intensity and source ~ 50% of its electricity from renewable energy by FY2030, while progressing towards Net Zero emissions by FY2043. It is also committed to reducing plastic usage by 50% by FY2030, lowering water intensity by 30% by FY2043, and working towards Zero Waste to Landfill by FY2030. On the social front, the Company aspires to achieve a 50:50 gender-balanced workforce by FY2028, maintain a Net Promoter Score (NPS) above 90, and positively impact one million lives through its community health initiatives by FY2043. These commitments are supported by a strong governance framework focused on maintaining the highest standards of ethics, regulatory compliance, information security, and data privacy. Progress against these targets is reviewed periodically through established governance mechanisms, ensuring accountability and continuous improvement in the Company's ESG performance.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	During FY2025-26, Metropolis Healthcare continued to make measurable progress against its ESG commitments across environmental stewardship, social responsibility and governance. The Company strengthened its environmental performance by sourcing approximately 30% of the electricity consumed at the Metropolis Global Reference Laboratory from renewable energy, initiating a 100kW rooftop solar programme across select facilities, and improving energy efficiency through infrastructure upgrades, including LED lighting, HVAC optimisation and laboratory process enhancements. Focused initiatives in waste management and water conservation further supported responsible resource utilisation and operational sustainability. On the social front, the Company maintained a Net Promoter Score (NPS) of 87, reflecting its continued focus on customer satisfaction and service excellence. The Company also strengthened its commitment to diversity and inclusion, with women constituting ~ 44% of the overall workforce. From a governance perspective, Metropolis continued to uphold robust standards of ethical business conduct, information security and data privacy by maintaining ISO 27001 and ISO 27701 certifications. Progress against ESG commitments is periodically reviewed through established governance mechanisms to ensure effective oversight and continuous improvement. The Company's long-term ESG commitments, including increasing renewable energy adoption, reducing emissions intensity, achieving Net Zero emissions, improving resource efficiency and strengthening workforce diversity, remain on track and are being implemented through a phased approach in line with the defined timelines.								



Business Responsibility and Sustainability Report (Contd.)

Governance, leadership and oversight

	P1	P2	P3	P4	P5	P6	P7	P8	P9															
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	At Metropolis Healthcare, sustainability is integral to our purpose of enabling healthier lives and creating long-term value for all stakeholders. As healthcare continues to evolve, we recognise that delivering high-quality diagnostics must go hand in hand with responsible environmental stewardship, inclusive growth and strong governance. ESG is therefore embedded into our business strategy, guiding decisions across our operations, people, innovation and community initiatives. During FY2025–26, we continued to strengthen our sustainability performance through focused investments in energy efficiency, renewable energy adoption, responsible waste management and water conservation. We also advanced our digital transformation initiatives to enhance operational efficiency while reducing resource consumption. Across our social agenda, we remained committed to expanding access to quality healthcare, strengthening customer trust, fostering an inclusive and diverse workplace, and investing in employee capability and well-being. Our community programmes continued to create measurable social impact by advancing adolescent health, preventive healthcare and medical education, in alignment with the United Nations Sustainable Development Goals. While we have made meaningful progress, we recognise that the transition towards a more sustainable future requires continuous effort and collaboration. Increasing climate resilience across our operations, accelerating renewable energy adoption, strengthening resource efficiency and embedding sustainability across our expanding network remain key priorities as we progress towards our long-term ESG commitments. Strong governance remains the cornerstone of our sustainability journey. Through robust risk management, ethical business practices, information security, regulatory compliance and transparent stakeholder engagement, we continue to reinforce trust and accountability across our business. Looking ahead, we remain committed to integrating sustainability into every aspect of our organisation. By combining scientific excellence, innovation and responsible business practices, we will continue to create sustainable value for our patients, employees, partners, investors and communities while contributing meaningfully to a healthier and more sustainable future.																							
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Ms. Ameera Shah Chairperson & Whole-time Director DIN No. 00208095																							
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	The Corporate Social Responsibility & Environmental, Social and Governance Committee (“CSR & ESG Committee”) is responsible for overseeing and providing guidance on all matters related to Environmental, Social and Governance (“ESG”) / Sustainability. The constitution of this committee is as follows: <table><tr><th>Name of Member</th><th>DIN No.</th><th>Designation</th></tr><tr><td>Ms. Purvi Sheth</td><td>06449636</td><td>Independent Director</td></tr><tr><td>Mr. Subramanian Ranganathan</td><td>00125493</td><td>Independent Director</td></tr><tr><td>Ms. Ameera Shah</td><td>00208095</td><td>Chairperson & Whole-time Director</td></tr><tr><td>Mr. Rehan Khan</td><td>02616924</td><td>Independent Director</td></tr></table>									Name of Member	DIN No.	Designation	Ms. Purvi Sheth	06449636	Independent Director	Mr. Subramanian Ranganathan	00125493	Independent Director	Ms. Ameera Shah	00208095	Chairperson & Whole-time Director	Mr. Rehan Khan	02616924	Independent Director
Name of Member	DIN No.	Designation																						
Ms. Purvi Sheth	06449636	Independent Director																						
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Ms. Ameera Shah	00208095	Chairperson & Whole-time Director																						
Mr. Rehan Khan	02616924	Independent Director																						

Business Responsibility and Sustainability Report (Contd.)

10. Details of Review of NGRBCs by the Company: Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action										No								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances										No								

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.

S. no	P1	P2	P3	P4	P5	P6	P7	P8	P9

No

12. If answer to question (1) above is No i.e. not all Principles are covered by a policy, reasons to be stated

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

Not Applicable

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as "Essential" and "Leadership". While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally, and ethically responsible.



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PRINCIPLE 1

Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

Essential Indicators

EI-1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
Board of directors	4	- Roles, rights, and responsibilities - Overview of the industry	100%
Key Managerial personnel	4	- The Company's business model and corporate strategy - The Company's services and business plans - The governance structure of the Company - Update on regulatory requirements	25%
Employees other than BoD and KMPs	100	Training Initiatives and their Impact on the Workforce Code of Conduct / Core Values Awareness Sessions - Fostered a stronger ethical foundation across teams - Contributed to a healthier work culture and improved employee retention Product, Domain, and Technical Trainings - Sales Teams: Enabled better product understanding, leading to increased revenue - Technology Teams: Resulted in fewer errors and improved system reliability - Enabling Functions: Boosted agility and cross-functional collaboration - Service Team: Drove measurable improvements in service quality. Health and Safety Training - Reinforced safety protocols and reduced workplace incidents - Enhanced employee confidence and well-being in operational environments	79.05%
Workers	65	The training programs which were conducted for employees were extended to workers as well	84.95%

EI-2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary

Category	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	-	-	-	-	-
Settlement	-	-	-	-	-

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Category	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Compounding fee	-	-	-	-	-

Non-Monetary

Category	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	-	-	-	-
Punishment	-	-	-	-

Remarks: There were no such cases. However, this information specifically pertains to Company's operations.

El-3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Sr. No.	Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
-	-	-

El-4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

The Company does not have a standalone Anti-Bribery and Anti-Corruption Policy. However, it is committed to preventing and addressing bribery, corruption and other unethical conduct through its governance framework and internal policies. This commitment is reinforced by the Board-approved Whistleblower Policy, which provides employees and stakeholders with a secure and confidential mechanism to report concerns relating to fraud, bribery, corruption, theft, criminal offences and other unethical or improper practices. The Whistleblower Policy is available on the Company's website.

Web-link: https://www.metropolisindia.com/newdata/investors/data/disclosures_under_regulation_46_of_lodr/whistle_blower_policy.pdf

El-5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

Category	FY 2025-26	FY 2024-25
Directors	None	None
KMPs		
Employees		
Workers		

El-6. Details of complaints with regard to conflict of interest:

Category	FY 2025-26		FY 2024-25	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	-	-	-	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	-	-	-	-

El-7. Provide details of any corrective action taken or underway on issues related to fines/ penalties/ action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

NA



Business Responsibility and Sustainability Report (Contd.)

EI-8. Number of days of accounts payables (Accounts payable × 365) / Cost of goods/services procured) in the following format:

Particulars	FY 2025-26	FY 2024-25
Number of days of accounts payables	75 days	72 days

EI-9. Open-ness of business - Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Category	FY 2025-26	FY 2024-25
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	84.07%	81.47%
	b. Number of trading houses where purchases are made from	1342	1189
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	40.09%	34.01%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	0	0
	b. Number of dealers / distributors to whom sales are made	0	0
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	0	0
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	7.32%	2.05%
	b. Sales (Sales to related parties / Total Sales)	3.85%	3.68%
	c. Loans & advances (to related parties / total loans & advances)	27.77%	20.04%
	d. Investments (in related parties / total investments)	19.16%	79.03%

Leadership Indicators

LI-1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:

S. No.	Total number of awareness programmes held	Topics / principles covered under the training	% of value chain partners covered (by value of business done with such partners) under the awareness programmes
-	-	-	-

LI-2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.

Yes. The Company has a comprehensive Code of Conduct in place for its Board Members and Leadership Team, which clearly outlines the principles and procedures for identifying, avoiding, and managing conflicts of interest. This Code ensures that all members act in the best interests of the Company and maintain the highest standards of integrity and governance. The Code of Conduct is publicly available on the Company's website.

PRINCIPLE 2

Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

EI-1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

Particulars	FY 2025-26	FY 2024-25	Details of improvements in environmental and social impacts
R&D	-	-	-
Capex	0.51%	-	-

During the year, the Company has invested in energy efficiency and power quality improvement initiatives, including the installation of active harmonic filters and capacitor banks to maintain a power factor of up to 0.99. In addition, 100% LED retrofitting has been undertaken across facilities to improve lighting efficiency.

The Company has also upgraded to 3-star rated inverter air conditioners using R32 refrigerant and implemented smart water and energy metering systems to monitor, track, and optimise resource consumption.

EI-2.a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Yes

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El-2.b. If yes, what percentage of inputs were sourced sustainably?

Approximately 37% of the Company's inputs were sourced from vendors meeting its defined procurement and compliance requirements. Metropolis Healthcare continues to strengthen responsible sourcing by considering quality, regulatory compliance, ethical business practices and operational reliability in supplier selection and evaluation. The Company is progressively enhancing its procurement processes and increasing engagement with suppliers to promote responsible environmental and social practices across its supply chain, while continuing to encourage local sourcing wherever feasible.

El-3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life for the following:

Category	Description
(a) Plastics (including packaging)	-
(b) E-waste	-
(c) Hazardous waste	-
(d) Other waste	-

Remark: As a diagnostic testing service provider, the Company's operations do not involve product reclamation, reuse or recycling. However, biomedical waste, e-waste and other hazardous waste generated through its diagnostic and laboratory operations are managed and disposed of through authorised waste treatment and recycling facilities in compliance with applicable regulatory requirements.

El-4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Not Applicable. The Company operates as a diagnostic service provider, and the Extended Producer Responsibility (EPR) framework is not applicable to its business activities.

Leadership Indicators

LI-1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

S. No.	NIC Code	Name of Product /Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/ No) If yes, provide the web-link.
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The Company operates as a diagnostic testing service provider. Accordingly, Life Cycle Assessment (LCA) requirements are not applicable to its service-based operations.

LI-2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

S. No.	Name of Product / Service	Description of the risk / concern	Action Taken
Not Applicable			

LI-3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

S. No.	Indicate input material	Recycled or re-used input material to total material	
		FY 2025-26	FY 2024-25
		-	-



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LI-4. Of the products and packaging reclaimed at end of life of products, disclose the amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

	FY 2025-26			FY 2024-25		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	-	-	-	-	-	-
E-waste	-	-	-	-	-	-
Hazardous waste	-	-	-	-	-	-
Other waste	-	-	-	-	-	-

LI-5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

S. No.	Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Not Applicable		

PRINCIPLE 3

Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

EI-1.a. Details of measures for the well-being of employees:

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Employees											
Male	2112	2112	100%	2112	100%	0	0.00%	2112	100%	0	0.00%
Female	1167	1167	100%	1167	100%	1167	100%	0	0.00%	0	0.00%
Total	3279	3279	100%	3279	100%	1167	35.59%	2112	64.41%	0	0.00%
Other than permanent Employees											
Male	127	15	11.8%	15	11.81%	0	0.00%	15	11.81%	0	0.00%
Female	172	10	5.81%	10	5.81%	10	5.81%	0	0.00%	0	0.00%
Total	299	25	8.36%	25	8.36%	10	3.34%	15	5.02%	0	0.00%

Note: Maternity and Paternity Benefits were provided to Female and Male, respectively and therefore 100% is mentioned.

EI-1. b. Details of measures for the well-being of workers:

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Workers											
Male	488	488	100%	488	100%	0	0.00%	488	100%	0	0.00%
Female	717	717	100%	717	100%	717	100%	0	0.00%	0	0.00%
Total	1205	1205	100%	1205	100%	717	59.50%	488	40.50%	0	0.00%

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Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Other than permanent Employees											
Male	38	38	100%	38	100%	0	0.00%	38	100%	0	0.00%
Female	23	23	100%	23	100%	23	100%	0	0%	0	0.00%
Total	61	61	100%	61	100%	23	37.70%	38	62.30%	0	0.00%

EI-1. c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:

Particulars	FY 2025-26	FY 2024-25
Cost incurred on wellbeing measures as a % of total revenue of the company	0.69	0.57

Remark: The previous year's data has been restated in accordance with the applicable BRSR reporting guidelines. Accordingly, the restated figures should be referred to for comparative purposes.

EI-2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	No. of employees covered as a % of total employees. (CY)	No. of workers covered as a % of total workers. (CY)	Deducted and deposited with the authority (Y/N/N.A.). (CY)	No. of employees covered as a % of total employees. (PY)	No. of workers covered as a % of total workers. (PY)	Deducted and deposited with the authority (Y/N/N.A.). (PY)
PF	99.58%	99.90%	Y	91.71%	100%	Y
Gratuity	100%	100%	NA	91.45%	100%	NA
ESI	0.00%	98.80%	Y	0.00%	98.53%	Y
Others – please specify	-	-	-	-	-	-

EI-3. Are the premises / offices of the entity accessible to differently-abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Metropolis Healthcare is committed to providing an inclusive and accessible workplace for all employees and visitors. Accessibility features, including ramps and wheelchairs, have been provided at applicable locations to support the mobility and convenience of persons with disabilities. The Company continues to enhance accessibility across its offices and facilities through a phased approach, in line with applicable regulatory requirements and infrastructure feasibility. We remain committed to promoting equal opportunity, fostering an inclusive workplace and creating an environment where every individual can contribute and thrive.

EI-4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

No. The Company is in the process of developing an Equal Opportunity Policy in accordance with the Rights of Persons with Disabilities Act, 2016. Meanwhile, it continues to promote equal opportunity and non-discrimination across its employment practices.

EI-5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	98%	100%	100%
Female	100%	100%	100%	98%
Total	100%	98%	100%	98%



Business Responsibility and Sustainability Report (Contd.)

El-6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief.

Category	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes. The Company has a formal grievance redressal mechanism through its HRMS platform, enabling employees to raise concerns confidentially. Grievances are reviewed and addressed by the Human Resources team through a defined escalation and resolution process.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

El-7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:

Category	FY 2025-26			FY 2024-25		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	3279	0	0.00%	3144	0	0.00%
Male	2112	0	0.00%	2037	0	0.00%
Female	1167	0	0.00%	1107	0	0.00%
Total Permanent Workers	1205	0	0.00%	1679	0	0.00%
Male	488	0	0.00%	708	0	0.00%
Female	717	0	0.00%	971	0	0.00%

El-8. Details of training given to employees and workers:

Category	FY2025-26					FY2024-25				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		Number (B)	% (B / A)	Number (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	2239	499	22.29%	875	39.08%	2161	355	16.43%	1563	72.33%
Female	1339	372	27.78%	474	35.40%	1277	290	22.71%	923	72.28%
Total	3578	871	24.34%	1349	37.70%	3438	645	18.76%	2486	72.31%
Workers										
Male	526	267	50.76%	194	36.88%	749	99	13.22%	697	93.06%
Female	740	453	61.22%	287	38.78%	993	213	21.45%	981	98.79%
Total	1266	720	56.87%	481	37.99%	1742	312	17.91%	1678	96.33%

El-9. Details of performance and career development reviews of employees and workers:

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	2239	1844	82.36%	2161	1671	77.33%
Female	1339	1114	83.20%	1277	1120	87.71%
Total	3578	2958	82.67%	3438	2791	81.18%

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Category	FY 2025-26			FY 2024-25		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Workers						
Male	526	395	75.10%	749	432	57.68%
Female	740	534	72.16%	993	781	78.65%
Total	1266	929	73.38%	1742	1213	69.63%

EI-10. a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?

Yes. The Company has implemented an Occupational Health and Safety Management System covering its employees, operations and facilities. The system is aligned with applicable health, safety and biomedical waste management regulations, ISO 15189 requirements, and internal policies. Metropolis continues to monitor occupational health and safety performance through established incident reporting, risk assessment and corrective action mechanisms to promote a safe and healthy workplace.

EI-10. b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

The Company has established processes to identify, assess and manage work-related hazards across its operations. Routine risk assessments are carried out through safety inspections, compliance with standard operating procedures (SOPs), equipment maintenance, monitoring of personal protective equipment (PPE) usage, and adherence to biosafety and biomedical waste management protocols. Non-routine risks are evaluated during the introduction of new equipment, process modifications and incident investigations through structured risk assessments, root cause analysis, safety audits, mock drills and periodic employee training, enabling timely implementation of preventive and corrective actions.

EI-10. c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Yes. The Company has established processes for employees and workers to report work-related hazards and unsafe conditions through their reporting managers, Lab Heads, the Human Resources function or designated safety personnel. Employees are encouraged to report concerns promptly and may remove themselves from situations that pose an imminent risk to their health or safety until appropriate corrective measures are implemented.

EI-10.d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

All the employees have access to non-occupational medical and healthcare services. They are covered either under a Group Medclaim Policy or through ESIC, depending on eligibility and applicability.

EI-11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY 2025-26	FY2024-25
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	1.4	1.32
	Workers	0.9	0.79
Total recordable work-related injuries	Employees	13	7
	Workers	3	2
No. of fatalities	Employees	-	-
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	-	-
Number of Permanent Disabilities	Employees	-	-
	Workers	-	-

EI-12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

Metropolis Healthcare is committed to providing a safe and healthy workplace through a structured Occupational Health and Safety (OHS) framework supported by preventive controls, employee awareness and continuous monitoring. Key measures include:



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- Mandatory use of Personal Protective Equipment (PPE) and adherence to biosafety protocols across laboratory operations.
- Safe handling, segregation and disposal of biomedical waste in accordance with applicable regulatory requirements.
- Controlled access to laboratories, safe storage and handling of hazardous chemicals, and secure management of gas cylinders, wherever applicable.
- Preventive maintenance of laboratory equipment and infrastructure, including electrical safety measures and periodic inspections.
- Regular safety audits, workplace inspections and risk assessments to identify and mitigate occupational hazards.
- Employee training on workplace safety, emergency preparedness, fire safety, ergonomics and compliance with standard operating procedures.
- Incident and near-miss reporting, supported by root cause analysis and implementation of corrective and preventive actions.
- Vaccination programmes for at-risk employees, along with the maintenance of high standards of workplace hygiene and sanitation.
- Display of emergency evacuation plans and safety information, supported by periodic communication to reinforce a strong safety culture.

EI-13. Number of Complaints on the following made by employees and workers:

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

EI-14. Assessments for the year:

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

EI-15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

All non-conformities (NCs) identified through audits and assessments are tracked and addressed promptly, with a defined target for closure within the prescribed timeline.

Leadership Indicators

LI-1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

Yes. Both for Employees and Workers

Business Responsibility and Sustainability Report (Contd.)

LI-2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

The Company regularly audits to ensure prompt deposit of all statutory dues and contractually obligates third parties to ensure timely payment of these dues.

LI-3. Provide the number of employees or workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in EI-11 above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment.

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY2025-26	FY2024-25	FY 2025-26	FY2024-25
Employees	-	-	-	-
Workers	-	-	-	-

LI-4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

No.

LI-5. Details on assessment of value chain partners:

Category	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	None
Working Conditions	

LI-6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

No such assessment was undertaken in the financial year.

PRINCIPLE 4

Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

EI-1. Describe the processes for identifying key stakeholder groups of the entity.

Metropolis Healthcare adopts a structured and ongoing approach to identify and prioritise stakeholders who are impacted by, or have the ability to influence, the Company's business, strategy and sustainability performance. Stakeholder groups are identified based on their relationship with the Company, the significance of their influence, the extent of the Company's impact on them, and their relevance to long-term value creation.

The Company's key stakeholders include patients, employees, clinicians, investors, suppliers, regulators, business partners, communities and other relevant stakeholders. Their perspectives are captured through regular engagement mechanisms such as surveys, consultations, feedback platforms, grievance redressal channels, governance forums and collaborative partnerships.

Insights from these engagements are integrated into the Company's risk management, materiality assessment and strategic decision-making processes, enabling Metropolis to address stakeholder expectations, strengthen responsible business practices and advance its sustainability priorities. The stakeholder identification process is reviewed periodically to reflect the evolving business environment, emerging ESG issues and changing stakeholder expectations



Business Responsibility and Sustainability Report (Contd.)

El-2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

S. No	Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement
1	Employees	No	Emails, Surveys, Townhalls, Employee Portal, SMS	Quarterly	Regular Organizational Updates, Capability Building and Training Programs, Employee Engagement Initiatives, and Employee Wellness Programs
2	Partners (B2B) - standalone labs, hospital chains, corporates, Government bodies, clinical research partners and Franchisee partners	No	Emails, Surveys, SMS, Pamphlets, Advertisement, Business Meetings, Website	Monthly	Communication on Business Schemes, New Test/Service Launches, Operational Updates, and Training Support
3	Patients/Customers	No	SMS, Website, Social Media Platforms, Print Media (Newspapers, Pamphlets)	Monthly	Awareness on Services and health initiatives, Promotional Campaigns, Customer Support, and Feedback-driven Service improvements.
4	Government/Regulatory Authorities	No	Emails, Formal Submissions, Official Correspondence	Event Based/as required	Regulatory compliance, policy advocacy, and representation on changes in regulations and emerging healthcare policies
5	Investors	No	Website disclosures, Annual Reports, Investor meetings, Stock Exchange filings	Quarterly/Half-Yearly/ Annually	Communication of financial performance, corporate developments, Governance updates, and strategic direction
6	Communities	Yes	Website, emails, social media platforms, outreach materials	Quarterly/Half-Yearly/ Annually	As part of the Company's Corporate Social Responsibility (CSR) obligation, Metropolis consistently shares about the CSR programs that can benefit society.
7	Vendors	No	Digital meetings, in-person meetings, emails	Quarterly/Half-Yearly/ Annually	Business updates, performance feedback, compliance requirements, and alignment on supply chain and service standards

Leadership Indicators

LI-1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

Stakeholder engagement on economic, environmental and social matters is primarily undertaken by the respective business functions through established engagement channels. Material stakeholder concerns, emerging ESG risks and key opportunities are consolidated by the management and reviewed by the Company's Key Managerial Personnel (KMP). Significant matters are periodically presented to the Board of Directors through established governance and reporting mechanisms, enabling the Board to provide strategic direction, oversee ESG priorities and incorporate stakeholder perspectives into business decisions and long-term strategy.

Business Responsibility and Sustainability Report (Contd.)

LI-2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes. Stakeholder consultations form an integral part of the Company's approach to identifying and managing environmental and social priorities. During the year, Metropolis undertook a materiality assessment using a double materiality approach, engaging key stakeholder groups to understand their expectations and assess the impact of ESG issues on the business and society. The insights were used to prioritise material ESG topics, strengthen the Company's sustainability roadmap, and inform policies, targets and initiatives relating to climate action, responsible operations, employee well-being, customer experience and community impact.

LI-3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.

Metropolis Healthcare engages with vulnerable and marginalised communities through its CSR and public health programmes, with a focus on improving access to healthcare, health awareness and medical education. Through initiatives such as the Adolescent Reproductive and Sexual Health (ARSH) programme, preventive healthcare initiatives and MedEngage, the Company regularly engages adolescents, underserved communities and economically disadvantaged medical students to understand their needs and barriers to access.

Insights from these engagements have informed programme enhancements, including strengthening referral linkages with public health systems, expanding peer educator and community health worker models, adopting behaviour change communication approaches, and improving programme accessibility and outreach. These actions have strengthened programme effectiveness while enabling the Company to create sustainable social impact in underserved communities.

PRINCIPLE 5

Businesses should respect and promote human rights

Essential Indicators

EI-1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total(C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	3279	2556	77.95%	3144	2387	75.92%
Other than permanent	299	281	93.98%	294	273	92.86%
Total Employees	3578	2837	79.29%	3438	2660	77.37%
Workers						
Permanent	1205	831	68.96%	1679	1124	66.94%
Other than permanent	61	59	96.72%	63	63	100%
Total Workers	1266	890	70.30%	1742	1187	68.14%



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El-2. Details of minimum wages paid to employees, in the following format:

Category	FY2025-26					FY2024-25				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		Number (B)	% (B / A)	Number (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent	3279	0	0.00%	3279	100%	3144	0	0.00%	3144	100.00%
Male	2112	0	0.00%	2112	100%	2037	0	0.00%	2037	100%
Female	1167	0	0.00%	1167	100%	1107	0	0.00%	1107	100%
Other than Permanent	299	0	0.00%	299	100%	294	0	0.00%	294	100%
Male	127	0	0.00%	127	100%	124	0	0.00%	124	100%
Female	172	0	0.00%	172	100%	170	0	0.00%	170	100%
Workers										
Permanent	1205	1205	100%	0	0.00%	1679	0	0.00%	1679	100.00%
Male	488	488	100%	0	0.00%	708	0	0.00%	708	100.00%
Female	717	717	100%	0	0.00%	971	0	0.00%	971	100.00%
Other than Permanent	61	61	100%	0	0.00%	63	0	0.00%	63	100.00%
Male	38	38	100%	0	0.00%	41	0	0.00%	41	100.00%
Female	23	23	100%	0	0.00%	22	0	0.00%	22	100.00%

El-3. a. Details of remuneration/salary/wages, in the following format: Median remuneration/wages:

Category	Male		Female	
	Number	Median remuneration/salary/ wages of respective category	Number	Median remuneration/salary/ wages of respective category
Board of Directors (BoD)	7	20,00,000	3	36,00,000
Key Managerial Personnel	3	19,16,667	1	51,53,881
Employees other than BoD and KMP	2235	4,63,895	1138	3,39,560
Workers	526	2,37,390	740	2,21,662

El-3. b. Provide information on Gross wages paid to females by the entity, in the following format:

Particulars	FY 2025-26	FY 2024-25
Gross wages paid to females as % of total wages	31.18%	36.53%

El-4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes. Metropolis Healthcare has established designated governance mechanisms to oversee human rights-related matters across its operations. Human rights concerns are addressed through the Human Resources function and other relevant governance committees, supported by policies on ethical conduct, prevention of sexual harassment, whistleblower protection and grievance redressal. These mechanisms enable the timely identification, reporting and resolution of human rights-related concerns while promoting a culture of dignity, fairness and respect.

El-5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

Metropolis Healthcare has established internal mechanisms to address grievances related to human rights in a fair, confidential and timely manner. These mechanisms ensure that concerns are reviewed and resolved through established processes. Key mechanisms include:

- **Whistleblower Policy:** Provides employees, business partners and other stakeholders with a secure channel to report concerns related to unethical conduct, policy violations, suspected misconduct or human rights issues, without fear of retaliation.

Business Responsibility and Sustainability Report (Contd.)

- **Policy on Prevention and Redressal of Sexual Harassment (POSH):** Provides a structured process for reporting and addressing incidents of sexual harassment, while protecting the rights and dignity of employees.

The Chief People Officer serves as the designated point of contact for human rights-related grievances. Concerns may be raised through the Human Resources function at hr.communication@metropolisindia.com, where they are reviewed and addressed in accordance with the Company's policies.

El-6. Number of Complaints on the following made by employees and workers:

Category	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	2	2	Under investigation	1	0	Under Investigation
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced Labour/Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

Remarks: The ongoing cases were closed in April 2026.

El-7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

Particulars	FY 2025-26	FY 2024-25
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	2	1
Complaints on POSH as a % of female employees / workers	0.10%	0.04%
Complaints on POSH upheld	-	-

El-8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

Metropolis Healthcare has established mechanisms to protect individuals who report cases of discrimination or harassment and to ensure that concerns are handled fairly, confidentially and without retaliation. These mechanisms include:

- **Zero-tolerance approach:** The Company does not tolerate any form of discrimination, harassment or retaliation against individuals who raise concerns in good faith.
- **Confidential reporting channels:** Employees can report concerns through designated reporting channels and seek support from the appropriate contact persons.
- **Protection against retaliation:** The Company is committed to protecting complainants and witnesses from any form of retaliation or adverse action.
- **Fair and timely resolution:** All complaints are reviewed promptly through an impartial process, with appropriate action taken wherever required.
- **Management oversight:** Managers and relevant committees are responsible for promoting a respectful workplace and ensuring compliance with the Company's policies.

Any violation of the Company's policies is addressed through appropriate disciplinary action, reinforcing a safe, inclusive and respectful work environment.



Business Responsibility and Sustainability Report (Contd.)

EI-9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes. Metropolis Healthcare incorporates human rights-related provisions, wherever applicable, into its business agreements and contracts. These provisions reinforce the Company's commitment to ethical business practices, regulatory compliance and respect for human rights across its business relationships.

EI-10. Assessments for the year:

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	-

EI-11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.

Not Applicable. No significant observations or concerns were identified that require corrective actions.

Leadership Indicators

LI-1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.

No material changes to business processes were required during the reporting period as a result of human rights grievances or complaints. However, the Company continues to strengthen its people policies, employee awareness programmes and communication practices to promote an inclusive, respectful and discrimination-free workplace. Feedback received through employee engagement and grievance mechanisms is periodically reviewed to support continuous improvement in workplace practices.

LI-2. Details of the scope and coverage of any human rights due-diligence conducted.

During the FY 2025-26, the Company did not undertake any human rights due diligence.

LI-3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Metropolis Healthcare is committed to improving accessibility across its network to ensure an inclusive experience for patients, visitors and other stakeholders. Accessibility features, including ramps and wheelchairs, have been provided at applicable locations to support persons with disabilities. The Company also offers home collection services to enhance access to diagnostic services for persons with disabilities, senior citizens and individuals with limited mobility. Accessibility enhancements continue to be undertaken in a phased manner, in line with applicable regulatory requirements and operational needs.

LI-4. Details on assessment of value chain partners:

Category	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	-
Discrimination at workplace	-
Child labour	-
Forced/involuntary labour	-
Wages	-
Others – please specify	-

Business Responsibility and Sustainability Report (Contd.)

LI-5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at LI-4 above.

Note: The BRSR Principles covers only the Company as of now and do not include its value chain partners.

PRINCIPLE 6

Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

EI-1. Details of total energy consumption in GigaJoules (GJ), in the following format:

Parameter	FY 2025-26	FY 2024-25
From renewable sources		
Total electricity consumption (A)	4253.52	2603.14
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	4253.52	2603.14
From non-renewable sources		
Total electricity consumption (D)	46956.49	46992.37
Total fuel consumption (E)	2178.10	1906.70
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	49134.59	48899.07
Total energy consumed (A+B+C+D+E+F)	53388.11	51502.21
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	0.39 GJ/Lakh	0.42GJ/Lakh
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	8.07 GJ/Lakh USD	8.72 GJ Lakh/ USD
Energy intensity in terms of physical output	205.34 GJ/Lakh Tests	171.67 GJ/Lakh Tests
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Remarks: The increase in consumption during the year is primarily attributable to the expansion of the Patient Service Centre (PSC) and laboratory network. Further, the consumption of the integrated Chennai entity has been included in the current year.

EI-1. Indicate if any independent assessment/evaluation/assurance for energy has been conducted by an external agency. If Yes, provide the name of the agency:

Yes. We have engaged an authorized partner for power quality audits and thermography assessments.

EI-2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N). If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not Applicable

EI-3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	33,66,695	34,90,118
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	33,66,695	34,90,118.00
Total volume of water consumption (in kilolitres)	33,66,695	34,90,118.00
Water intensity per rupee of turnover (Water consumed / turnover)	24.66 KL/Lakh	28.69KL/Lakh
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	508.90 KL/Lakh USD	592.71 KL/Lakh USD



Business Responsibility and Sustainability Report (Contd.)

Parameter	FY 2025-26	FY 2024-25
Water intensity in terms of physical output	12948.83 KL/ Lakh Tests	11633.73 KL/ Lakh Tests
Water intensity (optional) – the relevant metric may be selected by the entity. KL / of	-	-

EI-3. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No

EI-4. Provide the following details related to water discharged: Water discharge by destination and level of treatment (in kilolitres)

Parameter	FY 2025-26	FY 2024-25
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	-	-
- No treatment	-	-
With treatment – please specify level of treatment	-	-
(ii) To Groundwater		
- No treatment	-	-
With treatment – please specify level of treatment	-	-
(iii) To Seawater		
- No treatment	-	-
With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties		
- No treatment	1716069	1722015.00
With treatment – please specify level of treatment	1650626	1768103.00
(v) Others	-	-
- No treatment	-	-
With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	3366695.00	3490118.00

EI-4. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. -

No.

EI-5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

The Company operates an Effluent Treatment Plant (ETP), and the treated water is discharged in compliance with applicable government norms.

EI-6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY 2025-26	FY 2024-25
NOx	-	-	-
SOx	-	-	-
Particulate matter (PM)	-	-	-
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify in the remark section	-	-	-

Business Responsibility and Sustainability Report (Contd.)

EI-6. Indicate if any independent assessment/evaluation/assurance for Air emissions has been conducted by an external agency. If Yes, provide the name of the agency:

No

EI-7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2) in MTCO₂e, in the following format:

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	TCO ₂ e	163.07	132.12
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	TCO ₂ e	9260.86	9267.399
Total Scope 1 and Scope 2 emission intensity per rupee of turnover	TCO ₂ e / rupee of turnover	0.07 TCO ₂ e/Lakh	0.08 TCO ₂ e/Lakh
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	TCO ₂ e / rupee of turnover	1.42 TCO ₂ e/Lakh USD	1.60 TCO ₂ e/Lakh USD
Total Scope 1 and Scope 2 emission intensity in terms of physical output	TCO ₂ e / rupee of turnover	36.25/ Lakh Tests	31.33 / Lakh Tests
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	TCO ₂ e / of	-	-

Remark: The previous year's data has been restated in accordance with the applicable BRSR reporting guidelines. Accordingly, the restated figures should be referred to for comparative purposes.

EI-7. Indicate if any independent assessment/evaluation/assurance for GHG Emissions (Scope 1 and 2) has been conducted by an external agency. If Yes, provide the name of the agency: -

No

EI-8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.

Yes. The Company has implemented initiatives to reduce greenhouse gas (GHG) emissions across its operations. Renewable energy is sourced through third-party Power Purchase Agreements (PPAs) for solar power at select locations. At the Global Reference Laboratory (GCA), one of the Company's largest facilities, approximately 30% of electricity requirements are currently met from renewable sources.

The Company has also progressively replaced conventional air conditioning units with energy-efficient systems using R32 refrigerant, which has a lower Global Warming Potential (GWP) than the refrigerants previously in use.

Together, these measures have reduced the Company's dependence on grid electricity and lowered Scope 1 and Scope 2 emissions.

EI-9 Provide details related to waste management by the entity for the Current Financial Year:

Parameter	FY 2025-26	FY 2024-25
Total Waste generated (in metric tonnes)		
Plastic waste (A)	10.0350	11.507
E-waste(B)	0.3950	-
Bio-medical waste (C)	604.7490	432.797
Construction and demolition waste (D)	8.3200	8.5000
Battery waste (E)	7.1000	7.5000
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	-	-
Total (A + B + C + D + E + F + G + H)	630.599	460.304
Waste intensity per rupee of turnover (Total Waste Generated / Revenue from operations)	0.0046 MT/Lakh	0.0038 MT/Lakh



Business Responsibility and Sustainability Report (Contd.)

Parameter	FY 2025-26	FY 2024-25
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Waste Generated / Revenue from operations adjusted for PPP)	0.0953 MT/Lakh USD	0.0782 MT/Lakh USD
Waste intensity in terms of physical output (Total Waste Generated / Physical Output)	2.4254 MT/Lakh Tests	1.5343 MT/Lakh Tests
Waste intensity (optional) the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste - Plastic		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	10.035	11,507
Total Plastic Waste Recycled, Re-used and other recovery operations	10.035	11,507
Category of waste - E-Waste		
(i) Recycled	0.395	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total E-Waste Recycled, Re-used and other recovery operations	-	-
Category of waste - Bio-medical waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total Bio-medical Waste Recycled, Re-used and other recovery operations	-	-
Category of waste - Construction and demolition waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total Construction Waste Recycled, Re-used and other recovery operations	-	-
Category of waste - Battery waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total Battery Waste Recycled, Re-used and other recovery operations	-	-
Category of waste - Radioactive waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total Radioactive Waste Recycled, Re-used and other recovery operations	-	-
Category of waste - Other Hazardous waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total Other Hazardous Waste Recycled, Re-used and other recovery operations	-	-
Category of waste - Other Non-Hazardous waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total Other Non-hazardous Waste Recycled, Re-used and other recovery operations	-	-

Business Responsibility and Sustainability Report (Contd.)

Parameter	FY 2025-26	FY 2024-25
Total	10.43	11.5070
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste - Plastic		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total Plastic Waste Incineration, Landfilling and other disposal operations	-	-
Category of waste - E-Waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total E-waste Waste Incineration, Landfilling and other disposal operations	-	-
Category of waste - Bio-medical Waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	604.749	432.797
Total Bio-medical Waste Incineration, Landfilling and other disposal operations	604.749	432.797
Category of waste - Construction and demolition waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	8.3200	8.500
Total Construction Waste Incineration, Landfilling and other disposal operations	8.3200	8.500
Category of waste - Battery		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	7.1000	7.500
Total Battery Waste Incineration, Landfilling and Other disposal operations	7.1000	7.500
Category of waste - Radioactive		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total Radioactive Waste Incineration, Landfilling and Other disposal operations	-	-
Category of waste - Other Hazardous waste. Please specify, if any		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total Other Hazardous Waste Incineration, Landfilling and Other disposal operations	-	-
Category of waste - Other Non-hazardous waste generated		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total Other Non-hazardous Waste Incineration, Landfilling and Other disposal operations	-	-
Total	620.1690	448.79

Remarks:

Battery waste: Recycled, refurbished and reutilised through the Original Equipment Manufacturer (OEM).

Biomedical Waste (BMW): Segregated and disposed of through government-authorised biomedical waste management partners.



Business Responsibility and Sustainability Report (Contd.)

E-waste: Collected, segregated and disposed of through authorised e-waste recyclers. The waste is further shredded and processed for metal recovery in compliance with the Central Pollution Control Board (CPCB) norms.

EI-9. Indicate if any independent assessment/evaluation/assurance for Waste has been conducted by an external agency. If Yes, provide the name of the agency:

No.

EI-10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Metropolis Healthcare is committed to responsible waste management and the safe handling of hazardous materials across its diagnostic and laboratory operations. Biomedical waste is segregated, collected, stored and disposed of in accordance with the Bio-Medical Waste Management Rules, 2016, through authorised waste treatment and disposal agencies. The Company follows established protocols for the safe handling, storage and use of laboratory chemicals to minimise health, safety and environmental risks. It also focuses on reducing waste generation through efficient resource utilisation, process optimisation and responsible procurement practices, while ensuring compliance with applicable environmental regulations.

EI-11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
-	-	-	-

EI-12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

S. No.	Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
-	-	-	-	-	-	-

EI-13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
-	-	-	-	-

Leadership Indicators

LI-1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

(i) Name of the area

NIL. Metropolis does not have any operational sites in water stressed areas.

Business Responsibility and Sustainability Report (Contd.)

(ii) Nature of operations

NIL

(iii). Water withdrawal, consumption and discharge in areas of water stress (in kilolitres) for the current year: Water withdrawal, and discharge in the following format:

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal(in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity. KL / of	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

LI-1. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No

LI-2. Please provide details of total Scope 3 emissions (MTCO2E) & its intensity, in the following format:

Parameter	FY 2025-26	FY 2024-25
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	113.22	2387.152
Total Scope 3 emissions per rupee of turnover	0.001 TCO2e / Lakh	0.02 TCO2e / Lakh
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-	-

Remarks: This year, the Company's Scope 3 emissions have increased due to the expanded coverage of our emissions inventory. As part of our commitment to comprehensive reporting, Metropolis has now included emissions related to passenger travel (with full fuel consumption reported) and business travel, leading to a more comprehensive estimation of indirect emissions.



Business Responsibility and Sustainability Report (Contd.)

LI-2. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. -

No.

LI-3. With respect to the ecologically sensitive areas reported at EI-11 above, provide details of the significant direct & indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities.

Not Applicable

LI-4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Reduction of Plastic Usage	Replaced single-use plastic water bottles and containers with reusable glass and fibre alternatives across facilities.	Reduced single-use plastic consumption and promoted sustainable alternatives.
2	Effluent Treatment	Operated an Effluent Treatment Plant (ETP) to treat laboratory effluents prior to discharge, in compliance with applicable government regulations.	Ensured safe disposal of treated effluents, enhanced environmental compliance and minimised the risk of water and soil contamination.
3	E-waste and Hazardous Waste Management	Implemented buy-back programmes for laptops, air conditioners and batteries. E-waste and hazardous waste are collected, segregated and disposed of through authorised recyclers and waste management partners.	Enabled responsible disposal and recycling of hazardous waste, reduced landfill disposal and supported resource recovery
4	Reduction in Greenhouse Gas Emissions	Installed energy-efficient air conditioners using R32 refrigerant, which has a lower Global Warming Potential (GWP) than conventional refrigerants.	Reduced greenhouse gas emissions while improving energy efficiency across operations.
5	Renewable Energy – Solar Power	Entered into third-party Power Purchase Agreements (PPAs) for sourcing solar power at selected locations.	Increased the use of renewable energy and contributed to the reduction of carbon emissions.
6	Digitisation – 'Go Digital, Go Green	Launched the 'Go Digital, Go Green' initiative to minimise paper usage. Patients receive reports and invoices digitally via WhatsApp and email, while B2B partner invoices are issued exclusively through email.	Reduced paper consumption, improved operational efficiency and enhanced the customer experience through digital service delivery.

LI-5. Does the entity have a business continuity and disaster management plan? If yes, please give details in 100 words or input web link.

Yes. Metropolis Healthcare has established a Business Continuity Plan (BCP) and Disaster Recovery (DR) framework to ensure the continuity of critical business operations during emergencies and unforeseen disruptions. The framework defines response and recovery procedures, business continuity protocols, disaster recovery measures, and roles and responsibilities to minimise operational disruptions and enable the timely restoration of critical services. Regular monitoring, risk assessments, preventive controls and periodic reviews strengthen the Company's preparedness and resilience, while safeguarding employees, patients, business operations and other key stakeholders during emergency situations.

LI-6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

There were no such incidents that occurred during the financial year.

Business Responsibility and Sustainability Report (Contd.)

LI-7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

No environmental assessments were conducted for the Company's value chain partners during the financial year. However, the Company is currently developing a standard practice to address environmental impacts comprehensively throughout its value chain.

LI-8. How many Green Credits have been generated or procured?

a. Generated by the listed entity - NIL

b Procured by the top ten (in terms of value of purchases and sales, respectively) value chain partners - NIL

PRINCIPLE 7

Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicators

EI-1. a. Number of affiliations with trade and industry chambers/ associations.

One

EI-1. b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/ National/International)
1	NATHealth (Healthcare Federation of India)	(National)

EI-2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.

S. No	Name of authority	Brief of the case	Corrective action taken
-	-	-	-

Leadership Indicators

LI-1. Details of public policy positions advocated by the entity:

S. No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board	Web Link, if available
-	-	-	-	-	-

PRINCIPLE 8

Businesses should promote inclusive growth and equitable development

Essential Indicators

EI-1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

S. No	Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not Applicable						



Business Responsibility and Sustainability Report (Contd.)

El-2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

S. No	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the Financial Year (In ₹)
Not Applicable						

El-3. Describe the mechanisms to receive and redress grievances of the community.

The Company does not engage in manufacturing operations, so its activities do not affect the local community where its diagnostics centres are located.

El-4. Input material sourced from suppliers (by value):

Category	FY 2025-26	FY 2024-25
Directly sourced from MSMEs/ small producers	9%	16.33%
Sourced directly from within India	91%	97.11%

El-5. Job creation in smaller towns- Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis) in the following locations, as % of total wage cost. (Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

Location	FY 2025-26	FY 2024-25
Rural	0%	0%
Semi-Urban	0%	0%
Urban	33.99%	35.24%
Metropolitan	66.01%	64.76%

Leadership Indicators

LI-1. If any Social Impact Assessments have been reported in EI-1, please provide details of actions taken to mitigate any negative social impacts identified:

S. No	Details of negative social impact identified	Corrective action taken
Not Applicable		

LI-2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

Sr. No.	State	Aspirational District	Amount spent (In ₹)
1	Andhra Pradesh, Assam, Bihar, Gujarat, Jammu & Kashmir, Jharkhand, Karnataka, Madhya Pradesh, Maharashtra, Odisha, Telangana, Uttar Pradesh, Uttarakhand	Visakhapatnam, Vizianagaram, Baramulla, Kupwara, Baramulla, Ranchi, Dumka, Hazaribag, Yadgir, Raichur, Vidisha, Nandurbar, Gadchiroli, Osmanabad, Washim, Kalahandi, Khordha, Jajpur, Bhadradi Kothagudem, Chandauli, Bahraich, Udham Singh Naga	56,08,255

LI-3. a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)

No

LI-3. b. From which marginalized /vulnerable groups do you procure? –

Not Applicable

Business Responsibility and Sustainability Report (Contd.)

LI-3. c. What percentage of total procurement (by value) does it constitute? –

Not Applicable

LI-4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

Sr. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
-	-	-	-	-

LI-5. Details of corrective actions taken or underway, based on any adverse order in intellectual property-related disputes wherein usage of traditional knowledge is involved.

Sr. No.	Name of authority	Brief of the Case	Corrective action taken
-	-	-	-

LI-6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Adolescent Reproductive and Sexual Health (ARSH)	13,02,755	100%
2	MedEngage	409	72%
3	Preventive Healthcare	40,400	100%

PRINCIPLE 9

Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators

EI-1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Metropolis Healthcare has established multiple channels for customers to register complaints and provide feedback, including its website (www.metropolisindia.com), dedicated customer support email (support@metropolisindia.com), customer care helpline (8422801801) and patient service centres. All complaints are recorded and managed through the Company's Customer Relationship Management (CRM) system, where they are reviewed, investigated and resolved through a defined grievance redressal process. Root Cause Analysis (RCA) and Corrective and Preventive Actions (CAPA), wherever applicable, are documented to facilitate timely resolution, continuous improvement and enhanced customer experience.

EI-2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

The Company provides diagnostic services and does not manufacture or sell products; hence, parameters related to product usage or disposal are not applicable. However, it strictly adheres to Bio-Medical Waste Management rules for the safe disposal of hazardous and other waste.

Category	As a percentage to total turnover
Environmental and social parameters relevant to the product	-
Safe and responsible usage	-
Recycling and/or safe disposal	-



Business Responsibility and Sustainability Report (Contd.)

El-3. Number of consumer complaints in respect of the following:

	FY 2025-26			FY 2024-25		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	44855	0	-	46747	2	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other	-	-	-	-	-	-

Remark: The Company has resolved all complaints pertaining to FY 2024-25.

El-4. Details of instances of product recalls on account of safety issues:

Category	Number	Reasons for recall
Voluntary recalls	Not applicable, as the Company operates in the service sector. However, it remains committed to delivering high-quality diagnostic services to ensure customer satisfaction and well-being	
Forced recalls		

El-5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/ No) If available, provide a web-link of the policy.

Yes. Metropolis Healthcare has an Information Security Policy in place to safeguard information assets, protect data privacy and strengthen cybersecurity across its operations. The policy outlines the principles, roles and controls for maintaining the confidentiality, integrity and availability of information, while covering areas such as access management, network security, incident management, risk mitigation and employee awareness. The policy is reviewed periodically to ensure alignment with evolving regulatory requirements and cybersecurity standards. The Information Security Policy is available at: <https://www.metropolisindia.com/newdata/Investors/code-of-conduct/Information%20Security%20Policy.pdf>

El-6. Provide details of any corrective actions taken or underway on issues relating to any of the following: i. Advertising; ii. Delivery of essential services; iii. Cyber security and data privacy of customers; iv. Re-occurrence of instances of product recalls V. penalty / action taken by regulatory authorities on safety of products / services.

During FY2025-26, no material corrective actions were required in relation to advertising, product recalls or regulatory actions concerning the safety of products or services. As a diagnostic services provider, the Company does not manufacture products and, therefore, product recalls are not applicable.

All advertising and communication materials are subject to internal review to ensure compliance with applicable laws, regulations and ethical standards. The Company continues to strengthen its cybersecurity and data privacy framework through established information security controls, periodic risk assessments, employee awareness programmes and regular policy reviews to safeguard customer information. Metropolis remains committed to complying with all applicable regulatory requirements and continuously strengthening its governance and risk management practices.

El-7. Provide the following information relating to data breaches:

a. Number of instances of data breaches

None

b. Percentage of data breaches involving personally identifiable information of customers

None

c. Impact, if any, of the data breaches

None

Business Responsibility and Sustainability Report (Contd.)

Leadership Indicators

LI-1. Channels/platforms where information on products and services of the entity can be accessed (provide web link, if available).

Information on the Company's diagnostic services can be accessed through its official website (<https://www.metropolisindia.com>), the **Metropolis Healthcare** mobile application, the customer care helpline (**8422801801**), the official WhatsApp channel, and its network of Patient Service Centres across the country. These channels provide information on diagnostic tests, health packages, home collection services, reports and other customer support services.

LI-2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

Metropolis Healthcare promotes informed and responsible use of its diagnostic services through multiple customer awareness initiatives. Educational content on sample collection procedures, test preparation, preventive healthcare and the significance of diagnostic tests is shared through its official website, social media platforms and YouTube channel. In addition, awareness materials and educational displays are available across Patient Service Centres to help consumers make informed healthcare decisions.

Website: <https://www.metropolisindia.com>

YouTube: <https://www.youtube.com/@MetropolisHealthcareLtd>

LI-3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services

The Company has established communication protocols to promptly inform customers of any planned or unforeseen disruption to essential services. Information is communicated through appropriate channels, including customer care, Patient Service Centres, the official website, SMS, email and other digital communication platforms, enabling timely updates and minimising inconvenience to customers.

LI-4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Product Information: Not Applicable. Metropolis Healthcare is a diagnostic services provider and does not manufacture or sell physical products requiring product labelling.

Consumer Satisfaction Survey: Yes. The Company regularly measures customer satisfaction through Net Promoter Score (NPS) surveys and other feedback mechanisms. During FY2025-26, the Company recorded a B2C Net Promoter Score (NPS) of 87. Patients are also encouraged to share feedback through Google Reviews, where Metropolis Healthcare maintained an average rating of 4.88 across its collection centres. Customer feedback is regularly reviewed to drive continuous improvements in service quality and customer experience.